



*The 22d Medical Group  
Patient Handbook*



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DEPARTMENT OF THE AIR FORCE  
22D MEDICAL GROUP (AMC)  
MCCONNELL AIR FORCE BASE KANSAS



***Dear Fellow Patients,***

***On behalf of the proud men and women of the 22d Medical Group (MDG), welcome to the McConnell AFB clinic. Keeping you healthy and fit for duty is our primary mission. To attain that objective, I expect every member of this organization to do his or her utmost to provide timely and effective medical care to you and your family members. Customer service is job-one at the 22d MDG.***

***In addition to treating your injuries and illnesses, we provide a wide variety of pro-active lifestyle enhancement programs by way of the 22d Air Refueling Wing's Health and Wellness Center (HAWC) at the Robert J. Dole Community Center. These free services include nutrition counseling, fitness testing, a stop-smoking program and more. If you have not yet resolved to take control of your health and well-being by signing up for these programs, I urge you to do so without delay.***

***This Patient Handbook will introduce you to the many and varied medical services we provide to the McConnell AFB patient population and will explain to you how to gain access to***

*the system. It includes our telephone numbers and hours of operation. If you would like to suggest improvements to future editions of this document, please contact our TRICARE Operations and Patient Administration Flight at 759-5097. For additional assistance, please ask a staff member or contact the 22 MDG Information Desk at 759-5421.*

*All clinics have staff members designated as Patient Relations Representatives to help you. Their pictures and names are posted in the clinics and the program is outlined in this handbook. If a problem cannot be resolved “on the spot” with the Patient Relations Representative, please call the 22 MDG Patient Relations Coordinator at 759-5017.*

*In conclusion, our goal is to provide you and our McConnell family with the quality of care you expect and deserve. We look forward to serving you now and in the years to come.*

*Sincerely*

A handwritten signature in dark ink, appearing to read "H. Alan Reid". The signature is fluid and cursive, with the first name "H." and last name "Reid" clearly distinguishable.

*H. Alan Reid, Colonel, USAF, BSC  
Commander, 22d Medical Group*

## 22d Medical Group

### Quick Reference Telephone Numbers

Information Desk	(316) 759-5421
Ambulance Response	911
After Hours Care (Nurse Advice Line) Hours Care	1-866-277-9130
Appointments	(316) 759-6300
Dental Clinic	(316) 759-5181
Family Advocacy	(316) 759-5768
Family Practice	(316) 759-5050
Flight Medicine	(316) 759-5116
Public Health	(316) 759-5167
Women's Health Clinic	(316) 759-5056
Health and Wellness Center	(316) 759-6024
Immunization/Allergy Clinic	(316) 759-5054
Laboratory	(316) 759-5035
Mental Health	(316) 759-5091
Medical Records	(316) 759-1661
Nutritional Medicine	(316) 759-5099
National Mail Order Pharmacy	(866) 363-8779
Optometry	(316) 759-5122
Out of Area Care (Nurse Advice Line)	(866) 277-9130
Pharmacy	(316) 759-5062
Refills (Automated Refill Line)	(316) 759-5852
Patient Advocate	(316) 759-5017
Physical Therapy	(316) 759-5071
Radiology	(316) 759-5030
TriWest Claims Assistance	(888) 874-9378
TriWest Healthcare Alliance	(888) 874-9378
TRICARE Dental Active Duty Family	(800) 866-8499
TRICARE Dental Retiree Family	(888) 838-8737

## **YOUR RIGHTS AS A 22D MEDICAL GROUP (MDG) PATIENT**

- The right to high quality, accessible medical care.
- The right to considerate, respectful care from all members of the 22d Medical Group at all times.
- The right to expect care will be provided by health care professionals who are qualified through education, experience and training to carry out care plans for which they are responsible. This includes the use of appropriate personnel or services within or outside the 22d Medical Group.
- The right to fully participate in all decisions related to your health care (subject to readiness requirements for active duty service members).
- The right to expect timely response to your request for appropriate and necessary care, services, education or referral as indicated by the urgency of the case.
- The right to access emergency health care services as needed. Emergency services are covered in circumstances where acute symptoms are of sufficient severity that a “prudent layperson” could reasonably expect serious health risks.
- The right to appropriate assessment and management of pain.
- The right to receive accurate, easily understood information, through an interpreter if required, and assistance in making informed health care decisions about your health plans, providers and facilities.
- The right to expect reasonable continuity of care whenever possible.
- The right to know the names and roles of people involved in your medical care.
- The right to know about 22d Medical Group rules, policies or practices that affect you, your health or your health care.
- The right to a choice of health care providers that is sufficient to ensure access to appropriate, high-quality health care.
- The right to consent to or refuse a medical treatment, as permitted by law. If you refuse a recommended treatment, you still have the ability to receive other needed and available care.
- The right to expect medical care in a safe and clean environment.
- The right to every consideration of your privacy.
- The right to know if this clinic has relations with outside parties that may influence your treatment and care. These relationships may be with education institutions, other health care providers or insurers.
- The right to have an advance directive, such as a living will, durable power of attorney or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself.
- The right to know about costs that may be involved in your health care.
- The right to feedback regarding medical care or service provided to you by the 22d Medical Group.
- The right to a fair and efficient process for resolving differences with

your health care providers, military treatment facility, or TRICARE contractor, including a rigorous system of internal review and an independent system of external review.

## **YOUR RESPONSIBILITIES AS A 22 MDG PATIENT**

- Taking personal responsibility for your health, to include consulting your self-care book prior to contacting the provider. This increases the likelihood of achieving the best outcomes and supports quality improvement and a cost-conscious environment.
- Maximizing healthy habits, such as exercising, not smoking, eating a healthy diet, and avoiding spreading disease.
- Coming to appointments on time or calling to reschedule 24 hours in advance if you can't make it.
- Participating fully in all decisions related to your healthcare.
- Completing treatments and tests as prescribed by your PCM.
- Providing a complete and accurate medical history and a current list of medications to your PCM. These include the use of over-the-counter medications and herbal supplements.
- Making it known whether you clearly understand your plan of care and the things you are asked to do.
- Informing the staff immediately of any perceived unsafe, unclear, or unreasonable request or situation.
- Becoming knowledgeable about the Military Healthcare System and TRICARE coverage, to include knowing your Primary Care Manager (PCM), clinic options and rules, and abiding by applicable procedures.
- Reporting wrongdoing and fraud to appropriate authorities.
- Providing identification to prove eligibility for care.
- Updating information relative to other health coverage.
- Presenting your Other Health Insurance (OHI) card at all medical appointments (to include pharmacy, Laboratory, etc)
- Making a good-faith effort to meet medical financial obligations.
- Treating all clinic staff with respect and courtesy at all times. The clinic has a “zero tolerance” policy in regards to the protection of its staff. This means that anyone who is physically/verbally violent or abusive in any way to any member of the MDG staff will be reported to the appropriate chain of command. Extreme cases may be reported to Security Forces. This includes contact via telephone phone and email.

## **CLINIC POLICIES**

For safety and infection control reasons, children who are not patients should not be present in examination rooms and childcare arrangements should be



made for them. Certain interviews, examinations and treatment procedures may not be possible in the presence of children.

While in the facility, military members must maintain a neat and presentable appearance in accordance with military standards and practice normal customs and courtesies.

No drinking or possession of alcoholic beverages in the clinic.

No gambling, boisterousness, illegal drugs or profane language in the clinic.

No smoking anywhere in the clinic.

General medical care in the Family Practice Clinic is available by appointment. First line supervisors have the authority to grant up to 24 hours of “Quarters” for active-duty members in accordance with AFI 41-210. Active duty personnel needing to see a provider will be given preference for appointments throughout the day.

## **ADVANCE DIRECTIVES**

Advance directives are a way for patients to share with healthcare professional their desires and wishes in regard to treatment plans/care. If you do not have one or want more information please contact the base military legal office for assistance. If you do have one please let your primary care manager (PCM) know so that we can annotate that you have one and make a copy for your medical records.

## **TRICARE PRIME**

You must enroll to be in TRICARE Prime. For most people, Prime is the most cost-effective TRICARE choice. It also gives you the best access standards. Enrollment guarantees:

- A Primary Care Manager (PCM)
- Focus on preventative care
- Timely access to healthcare

Current access to care guidelines are as follows:

- Acute (serious) illness seen within 24 hours
- Routine care seen within 7 days
- Wellness and specialty care seen within 28 days (or prevailing community standard)

There is no enrollment fee for active duty members and their eligible family members. Eligible retirees and their families under the age of 65 pay \$230 individual or \$460 per family annually. Once enrolled you will be assigned a PCM located at the military treatment facility (MTF); the PCM will act as the provider/gatekeeper for all healthcare. When specialty care is required, your PCM will submit a referral.

To enroll in Prime or for questions please visit the TRICARE Service Center located at the 22 MDG, or visit [www.triwest.com](http://www.triwest.com).

### **TRICARE PLUS**

TRICARE Plus is designed for eligible beneficiaries age 65 and over. TRICARE For Life benefits are not affected by enrollment in the TRICARE Plus program; however, Medicare Part A and Part B are required.

While there is no enrollment fee, TRICARE beneficiaries enrolled in a Prime option, a civilian HMO, or Medicare HMO are not eligible to enroll in TRICARE Plus. This program is not a health plan but rather a way to access primary care at the 22 MDG. Similar to TRICARE Prime, you will be assigned a PCM at the MTF and will have access to primary care appointments with the same access standards as beneficiaries enrolled in the TRICARE Prime option. However, enrollment is contingent on available capacity within the MTF. Questions about enrollment in TRICARE Plus can be directed to the TRICARE Service Center located at the 22 MDG.

### **PCM ASSIGNMENTS**

PCM assignments are based on your sponsor's unit of assignment and provider to patient ratio. To request a PCM change for any reason submit a "TRICARE Prime Change Request & Disenrollment" form located at the Customer Service window or at the TRICARE Service Center.

### **CLINIC HOURS (Mon – Fri)**

Appointment line	0700 – 1630
Clinic	0730 – 1630 (M, W, F) 0815 – 1630 (T, Th)*
Pharmacy	0730 – 1700 (M, W, F) 0815 – 1700 (T, Th)*

\* In order to meet AFI-driven fitness standards and squadron program requirements, our clinic opens at 0815 on Tuesdays and Thursdays.

The MTF closes at noon every 3d Friday of each month for mandatory military readiness training. Additionally the MTF is closed for wing-designated down days and federal holidays.

For after hours or out of area care authorizations, TRICARE Prime enrollees must call 1-866-277-9130 (24/7).

### **APPOINTMENT INFORMATION**

Appointments are made by calling the appointment line at (316) 759-6300, then press option 1, option 1. Beneficiaries enrolled in TRICARE Prime have priority access to appointments. Non-enrolled beneficiaries are seen on a space available (Space A) basis. Late patients may be asked to reschedule. This policy is necessary to expedite check-in, maintain patient flow, and to maximize the number of patients treated.

**Canceling Appointments:** Patients must call (316) 759-6300 to cancel all appointments. This should be done at the earliest opportunity so we may make the appointment available to other beneficiaries needing care. The clinic has a “no-show policy” in place that requires us to monitor and address patients not adhering to these guidelines.

### **SPACE AVAILABLE CARE**

Space available appointments will become accessible to beneficiaries after 1200 on regular duty days. “Space A” appointments will always be given to a beneficiary if the appointment occurs within forty-five minutes or less and it is not yet booked. If a beneficiary presents at the clinic to be seen and an unbooked appointment is available within the next thirty minutes, the beneficiary will be afforded the opportunity to utilize the appointment.

### **TRICARE ONLINE (TOL)**

TOL is a very useful web-based tool and can be an important link to accessing your healthcare benefit.

TOL provides you an efficient way of making an appointment with your PCM. This alleviates any need to wait for the appointment desk to open – simply put, if the appointment is showing in TOL, you can book it! Just enter your username and password and then click on “Appointments” at the top of your screen.

Each family member will need to register their own, unique username and password. Follow these steps to register each family member:

- Begin by going to the website: [www.tricareonline.com](http://www.tricareonline.com)
- Read the online privacy and security policy and click “I agree”.
- Click “Register Now on TOL”
- Read the online privacy and HIPAA policy and click “OK”
- Complete the form and follow the directions on the screen to complete your registration

The TOL website also provides a wealth of information to include:

- Numbers to call when medical care is needed
- TRICARE Dental Plan of United Concordia
- TRICARE Retiree Dental Plan
- Services available in our clinic
- Medication checker that can explain side effects of medicines

Help is always available for TOL users. If you experience problems or have questions regarding [www.tricareonline.com](http://www.tricareonline.com), agents are available 24 hours a day to assist you. Please contact technical support at 1-800-600-9332 (CONUS), 210-767-5250 (Direct) within the United States. If you have questions regarding the TRICARE Program, benefits, or eligibility criteria, please call 1-800-538-9552.

### **HEALTH AND WELLNESS CENTER (HAWC) (759-6024)**

**Location: Robert J. Dole Community Center**

THE INTEGRAL COMPONENT TO HEALTHCARE IN THE FUTURE IS WELLNESS AND DISEASE PREVENTION. The HAWC is staffed by expert health, fitness and nutrition personnel to provide information and counseling on various wellness-related topics. The HAWC assists individuals on improving and maintaining their overall health through the following programs: Tobacco Cessation, Fitness Instruction, Healthy Nutrition, Substance Abuse Prevention, Disease Prevention, and Ready Eagle (Stress Management). The HAWC also has a lending library that provides a variety of information on wellness topics through books and videotapes that are available for checkout. Pamphlets and handouts on various wellness subjects are also available. In addition, the HAWC has an AF best practice gait analysis program designed to educate individuals on the proper selection of running shoes based on biomechanics, bodyweight and training. The actual assessment

involves making digital recordings of the individual, first barefoot then in running shoes on a treadmill. Both recordings are then analyzed to reach a diagnosis of running gait and proper shoe recommendation. The HAWC is involved in a variety of events each year including Unit Health Fairs, Retiree Health Fair, The Great American Smokeout and Blood Pressure Screenings. The Self-Care Program (including the Take Care of Yourself, Taking Care of Your Child and Taking Care after 50 books) is sponsored by this office. The HAWC staff also assists the Wing in managing the AF Fitness Program

## **EMERGENCY CARE**

**Ambulance Dispatch (McConnell AFB/Base Housing) - Call 911**

For emergencies involving the possible loss of life, limb, or eyesight, ambulance response is available for McConnell AFB and base housing. All ambulance requests go through the 911 dispatch. The ambulance will transport patients to the nearest civilian emergency room for treatment. Patients residing off base will also contact the local emergency ambulance by dialing 911.

### **When is it an emergency?**

For a sudden, severe, and unexpected medical condition (e.g., loss of consciousness, shortness of breath, chest pain, uncontrolled bleeding, and drug overdose) or for a condition that threatens life, limb or eyesight, dial 911 or go to the nearest hospital/emergency room. (See “Ambulance Dispatch”, above). Even if it turns out that your condition was not an emergency (as determined by medical personnel), you are covered for emergency medical services as long as a reasonable person truly believed it was an emergency. TRICARE covers emergency medical services wherever you are and no matter what plan is used (Prime, Standard, or Extra co-pays apply for retirees and their family members). Within 24-hours (or as soon as your condition permits), notify your primary care manager (PCM) to minimize out-of-pocket expenses. During duty hours notify your PCM at (316) 759-6300. After duty hours or when out of the local area, call the Nurse Advice Line at 1-866-277-9130. All follow-up care must be approved by the PCM. Do not assume follow-up care with a civilian provider is automatically authorized.

## **OUT OF AREA CARE**

**Routine** – Non-emergent or non-urgent care is not authorized while you are away from home.

**Urgent** - Care for a medical condition that, while not an emergency, is serious enough that you cannot delay treatment. (For example, eye or ear infections

and suspected bladder infections). Call your PCM (Nurse Advice Line if after duty hours) for authorization prior to seeing a provider.

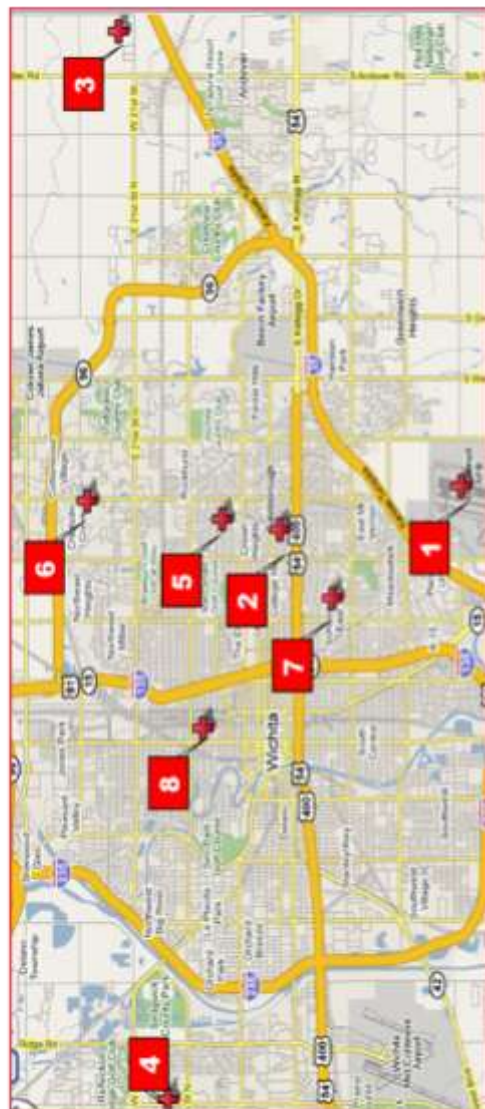
**Emergency** - Go to the nearest facility that is equipped to handle the situation or call 911. TRICARE covers emergency medical services no matter where you are or which plan you use. Prior authorization is not required for emergency care.

**What should I do if I'm a Prime enrollee and get sick while traveling outside my region?**

**EMERGENCIES** (which threaten life, limb, or eyesight), call 911 (or the local Emergency Services number) or go to the nearest emergency room. You (or family members on your behalf) should notify your Primary Care Manager within 24 hours.

For **URGENT or non-emergency** care you must first obtain authorization. Contact your PCM at 1 (866) 277-9130 before seeking urgent care. If you see a physician without authorization for a non-emergent problem, you can still be covered for some of the costs incurred under TRICARE's Point-of-Service option. That option pays 50 percent of the cost after a separate, somewhat higher deductible is met (\$300 for single enrollment and \$600 for family enrollment).

# McConnell Emergency Medical Care Options



1. 22 MDG, McConnell AFB, KS 67221  
DOES NOT HAVE EMERGENCY ROOM

2. Dole VA Med Center, 5500 E. Kellogg Dr.  
Phone Number: (316) 685-2221

3. Kansas Medical Center, 1124 E 21st St.  
Phone Number: (316) 300-4000

4. West Wesley ER, 8714 W 13th N  
Phone Number: (316) 962-9900

5. HCA Wesley Med Cent, 620 N Carriage Parkway  
Phone Number: (316) 962-3100

6. Galichia Heart Hospital ER, 2610 N Woodlawn  
Phone Number: (316) 858-2610

7. Via Christi St. Joseph, 3600 E. Harry St.  
Phone Number: (316) 261-8320

8. Via Christi St. Francis, 929 N. St Francis St.  
Phone Number: (316) 268-5050

Updated Jul 09

## After Hours Urgent Care (TRICARE Participating Organizations)



1. **22 MDG (McConnell AFB)**  
Hours: Mon-Fri 0730-1630

**Phone Numbers:** 1-800-277-9130 (After Hours)  
(316) 759-6300 (Duty Hours)

2. **Family Medical Center (Derby)**  
Address: 1101 N Rock Road, Wichita, KS  
Hours: Mon-Thu 0800-2000, Fri 0800-1800, Sat 1000-1500, Sun 1000-1400

**Phone Numbers:** (316) 788-6963 [Walk in/Call in]

Note: Family Med Center (Rose Hill) is part of the derby family med center org-776-2422  
Hours: Mon-Wed-Thu 0800-1700, Tue 0800-1800, Fri 0800-1500

3. **Wichita Clinic Eberly Farms (West)**  
Address: 13213 W 21st N, Wichita, KS  
Hours: Mon-Fri 1700-2000, Sat 0900-1700, Sun 1200-1700

**Phone Numbers:** (316) 945-0142 [Walk in only]

4. **Wichita Clinic Murdock (East)**  
Address: 3311 E Murdock St, Wichita, KS  
Hours: Mon-Fri 0800-2000, Sat 0900-1800, Sun 1200-1800

**Phone Numbers:** (316) 689-9107 [Walk in only]

5. **Immediate Medical Center (West)**  
Address: 4722 W Kellogg Dr, Wichita, KS  
Hours: Mon-Sat 0900-1900, Sun 1300-1800

**Phone Numbers:** (316) 440-2565 [Walk in only]

6. **Via Christi Immediate Care (West)**  
Address: 501 N Maize Rd, Wichita, KS  
Hours: Mon-Fri 0800-1800

**Phone Numbers:** (316) 721-5000 [Walk in/Call in]

7. **Haysville Family MedCenter (Haysville)**  
Address: 1425 West Grand, Haysville, KS  
Hours: Mon-Fri 0800-1700, Sat 0800-1200

**Phone Numbers:** (316) 858-4165 [Walk in/Call in]

Updated Jul 09



## **PERMANENT CHANGE OF STATION (PCS)**

Out-processing checklists at each base include the local Military Treatment Facility (MTF) and/or TRICARE Service Center. When moving to a different region, you will have up to 30 days to enroll at the new site. Your old region will cover you for care until you enroll at the new region. You should however, enroll at the earliest opportunity.

**If a family moves to a different region, are we (active duty) automatically assigned a new Primary Care Manager or do we have to re-enroll?**

For active duty members, mandatory enrollment in TRICARE Prime must be completed during base in-processing. For active duty family members, enrollment in TRICARE Prime is voluntary but highly encouraged. Currently, if you move to a different region, you will have up to 30 days to enroll at the new site. Your old region will cover you for care until you enroll at the new region. Enrolled members will start a new 12-month enrollment period.

### **WHAT DO I DO PRIOR TO MY PCS?**

Prior to your PCS, you have the opportunity to see someone in the TRICARE Service Center for a TRICARE briefing. This will be a part of your out-processing checklist initiated by the Military Personnel Flight or Force Support Squadron. Family medical clearance is **REQUIRED** for those enrolled in the Special Needs Program (formerly known as Exceptional Family Member Program) or families relocating to overseas locations (including Alaska, Hawaii, Puerto Rico and Guam). Contact the TRICARE office at 759-5106 or 5536 immediately to start this process and to ease assignment delays. When in-processing at your new assignment, you must transfer your enrollment from this MTF to your new location. Should unusual circumstances apply (i.e. four month TDY en-route to PCS), contact the TRICARE Service Center or the installation Beneficiary Counseling Assistance Coordinator (BCAC).

## **ACTIVE DUTY APPOINTMENT PROCEDURES (759-6300)**

The 22 MDG encourages supervisors to determine what action is best for their subordinates. When an active duty member determines that they may be too ill to work, they must first call their supervisor. Depending upon the nature of the injury or illness, the supervisor makes one of the following two choices: 1) Release the member from work for a period not to exceed 24 hours, or 2) have the member call 759-6300 to obtain a medical appointment. Appointment desk hours are 0700-1630. If the member is released to home for 24 hours, and the condition has not improved within that specified period, they must call the appointment line at 759-6300 to request a same day appointment. If at any time, an active duty member feels the need to call the clinic, they are

encouraged to do so. Supervisors should keep a copy of the Taking Care of Yourself (TCOY) book on hand to assist their troops when needed. They should also encourage their troops to make use of their own TCOY book while at home recovering. If a member feels they must be seen in a civilian urgent or acute care center after hours, they must call 1 (866) 277-9130 to obtain prior authorization to do so.

### **FLIGHT MEDICINE (759-5116)**

Routine appointments and active duty sick call appointments are available by appointment only during normal duty hours by calling the Central Appointment Desk at 759-6300, Monday through Friday from 0700-1630.

Flight Medicine Services are available for all active duty members on flying or special operational status and all other Flight Medicine enrolled units and their family members. The Flight Medicine clinic closes for training every Tuesday, 1430-1630. There is a flight surgeon on-call at all times to respond to acute patient concerns. The flight surgeon on-call can be contacted by calling 759-5116 during normal duty hours, and by calling 759-6300 after hours.

### **ALLERGY - IMMUNIZATIONS CLINIC (759-5054/ 6204)**

Walk-in basis. No appointments are necessary.

Shot records are no longer required for AD personnel. Allergy Shots are given Monday, Wednesday, and Friday 0800-1030; 0815-1030 on Tuesday and Thursday, and 1300-1530 all week. If your allergy extract is not mixed through a DoD mixing lab, please call to get information on how to get shots. Allergy testing is conducted with a referral from a physician. IPPD (TB skin tests) are given every day except Thursday or any Friday before a 3-day weekend. Yellow Fever shots are given on every pay day (1<sup>st</sup> and 15<sup>th</sup>) between 0900-1000. If that date falls on the weekend, it will be given the next duty day.

### **DENTAL CLINIC SERVICES (759-5181)**

Comprehensive dental care is provided for all active duty personnel.

Participation in the TRICARE Family Member Dental Plan (TFMDP), formerly DDP - for family members of active duty is highly recommended. As of 13 March 1995, family members of active duty personnel being reassigned to overseas locations must be dentally cleared. Family members on TFMDP will be cleared for reassignment. Active duty sponsors are encouraged to

establish family members with a local civilian dentist as soon as possible to prevent delays in the assignment process. TFMDP allows for the selection from more than 150 civilian dentists in the greater Wichita area. For more information about TFMDP and how to enroll family members, contact the 22 MDG TRICARE office at 759-5578. Family members can enroll in TFMDP by contacting United Concordia at 1-800-866-8499 or visit:

[www.tricare dental program.com/tdptws/home.jsp](http://www.tricare dental program.com/tdptws/home.jsp)

A dental plan for military retirees even if you are over age 65 is available by calling Delta Dental at 1(888) 838-8737 or on the worldwide web at [www.trdp.org](http://www.trdp.org)

Advice for “Emergency Dental” conditions for active duty personnel is available during duty hours (0730-1630), Monday through Friday by calling 759-5181 before reporting to the Dental Clinic. After hours, please call 1-866-277-9130.

### **FAMILY PRACTICE (759-5050)**

Appointments are made by calling the Appointment Desk at 759-6300, Monday through Friday from 0700-1630

Family Practice Management: The 22 MDG Family Practice Clinic consists of doctors, physician assistants, and nurse practitioners.

Each of our patients is enrolled to a Primary Care Manager (PCM) who is responsible for the overall delivery of care for a particular patient. The provider has a support staff, which is made up of registered nurses and medical technicians.

### **LABORATORY (759-5035)**

Hours: Monday, Wednesday, Friday 0730-1630  
Tuesday, Thursday 0815-1630

The laboratory will accept laboratory requests written by civilian physicians. The request must include patient’s name, requesting doctor’s address, signature and mailing address. Some laboratory tests require special instructions (such as fasting for 10 to 12 hours). Your healthcare provider will direct you to the laboratory reception desk if instructions are necessary.

For technical reasons, many specimens are required to be collected in the morning. The average waiting time between signing in and having your blood drawn is approximately 5 minutes.

Our laboratory performs over 100 different types of tests. Many of the test results will be reported to your healthcare provider by 0800 the following duty day. Tests performed infrequently or that have special testing requirements will be reported as soon as they are completed. Certain tests must be submitted to reference laboratories and can take up to several weeks for results. Our laboratory staff will advise you if this is the case.

By Air Force Instruction, the laboratory is not allowed to give out test results to anyone other than the attending healthcare provider or his/her staff members. If your healthcare provider is located off-base and your lab work is performed at the 22d Medical Group, please call the laboratory or inquire about result reporting during specimen collection. Only your medical provider or registered nurse will discuss test results with you.

### **MENTAL HEALTH CLINIC (759-5095)**

A variety of mental health services are available to all eligible beneficiaries of medical care. Services include: Treatment of Adults and Couples as well as Psychological Testing and Medication Management. Off-base referrals can be made as the need arises. Clinical social workers, psychologists, and psychiatrists work in the Mental Health Clinic. Call 759-5095 directly to make appointments in the clinic. All services are provided during normal duty hours.

Alcohol and Drug Abuse Prevention and Treatment Program (ADAPT) (759-5095): The Air Force Medical Service recognizes alcoholism and drug addiction as progressive and often chronic disorders that affect the entire family and which are both preventable and treatable. These services are provided Air Force-wide for drug treatment, management, and rehabilitation of active duty personnel with drug and alcohol problems.

Drug Demand Reduction Program (DDRP): (759-6369). Normal Duty hours 0700-1600 M-F. The mission of the DDRP is to deter the use and abuse of controlled / illegal substances through a comprehensive program of education, prevention, and deterrence. Provide scientifically accurate results that are forensically defensible. The DDRP is one avenue to assist Commanders ensure a Fit and Ready Force and Maintain Good order and Discipline. The three components to the DDRP are: 1) Military Drug Testing Program, 2) Civilian Drug Testing Program and 3) Prevention, Education, Outreach in the community.

Family Advocacy Program (FAP) (759-5768): The Mission of FAP is to build healthy AF communities by developing, implementing, and evaluating policies

and programs designed to prevent, intervene, and treat child and spouse maltreatment. The FAP has three main components:

- The Prevention or Outreach Program is designed to increase family cohesion, improve parenting skills, improve couple communication, enhance social networking, and promote community awareness. This is accomplished through briefings to the military community, educational classes, support groups, and special theme events throughout the year. The following classes are available also: Common Sense Parenting and/or 1-2-3 Magic. TDY Support Groups are available through some nearby schools.

- The New Parent Support Program (NPSP), 759-5772, provides guidance to expectant and new mothers through NPSP briefings, telephone consults, home visits, mailings, the breast pump program, and the following classes: Passport to Parenting (childbirth, new-born care, etc), Great Expectations, and Expectant Parent Orientation. Support groups include Playgroup which takes place every day, 0900 – 1100 and 1300 – 1500 and Baby Talk, Thursdays, 1000 – 1130, at the McConnell Playgroup Center.

- The Family Maltreatment Program identifies individuals and families experiencing child abuse, child neglect, child sexual abuse, and/or spouse abuse. The FAP assists families through individual, marital, family, and/or group therapy as well as referrals and supportive services.

In addition to the services provided within the 22 MDG, Military One Source provides Podcasts, Self Assessments, Videos and other various DoD resources pertaining to mental well-being. Please call 1.800.342.9642 or log on to [www.militaryonesource.com](http://www.militaryonesource.com) for more information.

### **NUTRITION CLINIC (759-6024)**

**Hours: Monday through Friday 0730-1630**

Located in the HAWC, the Nutrition Clinic's mission is to meet readiness mission requirements, support 22 MDG functions, provide comprehensive medical nutrition therapy to patients and actively participate in population health/health promotion activities after meeting mission requirements about supporting the Fitness Program Nutrition Requirements and Mandatory functions therein.

The Nutrition Clinic provides care and services to all ages of patients from infant to elderly age groups, of all diagnoses, with the exception of high-risk premature infants. Medical Nutrition Therapy (MNT) is provided to all patients as the need necessitates. A referral from a provider is needed for patients requiring nutrition counseling and MNT beyond general nutrition

education and self-referral for weight reduction and prudent diet. Prenatal patients are screened for nutritional risk during the OB orientation and OB prenatal nutrition class.

### **OPTOMETRY CLINIC (759-5122)**

Hours: Mon, Wed, & Fri 0730 – 1130 and 1300 – 1630

Tues & Thurs 0830-1130 and 1300-1630

Optometry appointments for active duty can be made by calling the Central Appointments desk at 759-6300. Active duty members are given priority for routine care.

Appointments for retired personnel and their family members not enrolled in TRICARE Prime are seen on a space available (space A) basis.

Military spectacles are provided to active duty and retired personnel with a current prescription less than one year old. AFI 44-117 governs all spectacle orders. Military spectacle fitting/adjustment hours are 8:30 - 11:00 a.m. and 1:15 - 4:00 P.M., Monday through Friday.

### **PHARMACY (759-5062)**

Prescription Refills: Mandatory Phone-In Refills

Phone-In Hours: 24 hours

Phone-In Refill Phone Numbers: 759-5852 or 759-6109

**Phone-In refills to the Pharmacy:** Phone-In refills called in by midnight will be ready for pick up the next duty day after 1200 (noon). This service allows patients to phone-in refills without spending time waiting for them. The system is easy to use: Just call one of the numbers listed above. To phone-in refills, you will need your prescription number and the last four digits of your sponsor's social security number. There is also an option to leave a voice mail, however, messages will not be returned. If you have any questions please call the pharmacy at 759-5277 for assistance.

**Medication Renewals:** For patients receiving medications from a 22 MDG provider and requires a new prescription (due to no refills or having an expired prescription), they can call the medication renewal line. Family Practice: 759-6547, Flight Medicine: 759-5117. The prescription will be entered into the system as a new prescription and must be activated before filling. For patients seen by a network provider, see below about civilian prescriptions.

**Civilian Prescriptions:** The pharmacy will honor prescriptions written by

civilian physicians provided the medication is stocked (on the formulary) at McConnell. Patients are encouraged to have their civilian physician write prescriptions authorizing substitution of generic drugs. Please contact the pharmacy at 759-5277 to determine if the medication is stocked.

**Picking up Prescriptions:** If patients wish someone else to pick up their prescriptions from the pharmacy, the individual picking up the prescription will require: A valid photo ID card of themselves (e.g. drivers license, military ID card), the patient's military ID card (or a copy, front & back), and a signed statement from the patient authorizing the individual to act on his/her behalf for picking up prescriptions.

### **PHYSICAL THERAPY (759-5071)**

Hours: Mon, Wed, & Fri 0730 – 1200 and 1300 – 1630

Tues & Thurs 0830 – 1200 and 1300 – 1630

Please arrive 10 minutes early to your appointment.

The goal of the Physical Therapy Service is to restore maximum function after musculoskeletal injury or illness. To accomplish this goal, the physical therapist may use various treatment modalities. Examples include electrical stimulation, gait training, heat or cold treatment, manipulation, traction, soft tissue mobilization and therapeutic exercise programs.

You must have a referral from a medical provider to be evaluated for physical therapy. On your initial visit, the physical therapist will perform an evaluation to assess your specific physical dysfunction or impairment. A personalized treatment program will then be designated for you based upon your healthcare provider's request and the physical therapist's evaluation. A parent or legal guardian must accompany children or youth receiving treatment under the age of 18 years for each visit.

### **PUBLIC HEALTH (759-5167)**

Hours: Monday, Wednesday, Friday 0730-1630

Tuesday, Thursday 0830-1630

Public Health focuses on individual medical readiness and prevention by concentrating on areas such as Deployment Medicine, Preventive Health Assessments (PHA) and Occupational Health Medicine which assesses hazardous exposures in the workplace. They also provide counseling for communicable diseases and animal bite related incidences and conduct investigations associated with work related injuries/illnesses and food safety. Public Health also provides travel advisories/recommendations about health risks associated with traveling abroad.

## **RADIOLOGY (759-5030)**

Radiology services at the McConnell AFB clinic consist of diagnostic radiology, bone density, mammography and ultrasound. After a primary care provider places a radiology request in the computer database, the patient should check in at the radiology front desk with his/her military ID. Patients may bring in prescriptions from downtown providers. We ask you please have the provider place the fax number of where they would like your results faxed on the prescription.

**Film loan policies:** Requests for the temporary sign-out of radiographs/images must be made through the radiology reception desk only. Radiographs may be signed out to civilian providers via faxed release; the fax number is 759-5061 and must be returned within 30 days. Patients may also hand carry their radiographs to a referral outside provider. Please call your requests to 759-5030 at least 24 hours prior to your appointment time and we will copy them on a CD and have the report ready for pickup. If you PCS or retire, please visit the radiology department and take the radiographs for you and your family members with you to your next Military Treatment Facility or Veteran's Administration medical facility (especially mammograms). Your new provider will need the actual films to compare with any new examinations you may require.

## **WOMEN'S HEALTH CLINIC (759-5056)**

**Hours:** Regular Clinic hours; exception: Closed Wed at 1330 for training

For patient sensitivity reasons, child care arrangements must be made prior to your appointment at the GYN clinic. Routine appointments can be made by calling the Central Appointments Desk at 759-6300, Monday through Friday from 0730-1630.

**Pregnancy Tests:** No appointment is necessary. Walk in on Monday, Wednesday, or Friday to the GYN clinic between 0815 and 0930 for testing. Results may be obtained by calling the GYN clinic after 1530 the same day.

**Medication Refills:** Birth control, hormone pills, and other refills from the clinic can be taken care of on Monday – Friday 0815-0800 and 1300-1330. Any patient requesting a birth control refill must have a current Pap smear.

**Obstetrics:** Obstetrical services are provided through the TRICARE Network. Personnel will be directed to the TRICARE Office for processing paperwork and locating a civilian healthcare provider. Please bring proof of pregnancy if coming from on off-base provider.



## MEDICAL RECORDS (759-1661)

The Family Health Teams will locate your medical records prior to your scheduled appointment and take them to your PCM team. DoD policy requires the MDG to maintain your medical records at the MDG.

**HIPAA:** The Health Insurance Portability Authorization Act of 1996 strengthened the privacy rights of all patients throughout the United States, in both military and civilian healthcare settings. It says that we, the MTF, may use your Protected Health Information (PHI) routinely for the purposes of treatment, payment, and operations (TPO). Any other disclosure, beyond normal, day-to-day use must be noted in the patient's record. Also, the law authorizes a few specific types of disclosures, which do not require a patient's permission. These include limited disclosure for law enforcement purposes, UCMJ actions, child abuse prevention, and so on. Outside of the exceptions, and TPO (above), patients must give permission in advance for any disclosure of their patient information to outside persons or agencies. When patients report for treatment, they will be asked to acknowledge receipt of the HIPAA pamphlet by signing a special sticker which will be placed on the back side of each medical record. Questions about HIPAA and the Privacy Act (below) should be directed to the 22 MDG Privacy Officer at (316) 759-4570.

**Privacy Act of 1974:** Even with the advent of HIPAA (above), the Privacy Act is still in effect. It identifies all information in the medical record belonging to the patient, and must be safeguarded carefully. The original record however, is the property of the United States Government and must be maintained in the healthcare facility at McConnell AFB. By direction of the Assistant Secretary of Defense for Health Affairs, all DoD medical facilities have instituted a "touchless" records system. Your original medical records will not be released outside the DoD, aside from rare exceptions. The information, however, is yours and you are entitled to a copy of any information at any time. If you need or would like a copy of your medical records, please visit the TRICARE office at the 22 MDG during office hours and arrangements can be made.

**Release of Information (316-759-3038):** Prior to PCS, bring a copy of your orders to the TRICARE office and to pick-up your medical records. Dependents' medical records will be mailed. You may request copies of your medical records prior to separation, retirement or for personal reasons. Information is released upon receipt of the written request and signed authorization from the patient, which will include the sponsor's social security number. Request for copies may be filled out at the TRICARE office. This process may take up to 30 days. The Release of Information Office will notify you upon availability of copies. 22 MDG provides electronic copies on a CD. HIPAA & Privacy Act rules require us not to honor PHONE REQUESTS.

**SPECIAL NEEDS PROGRAM (759-5578)**  
Formerly known as Exceptional Family Member Program

Special Needs Program identifies active duty family members with exceptional medical or educational conditions and assures the provision of required medical and/or educational services. Enrollment is mandatory for family members with educational, emotional, medical, or physical needs. The Special Needs Identification and Assignment Coordination Process (SNIAC) reviews medical and educational information for all dependents going overseas and for SNIAC enrolled dependents PCSing stateside to ensure services are available at their gaining base. To enroll or for more information, contact 759-5106/5536 or visit the TRICARE office.

**REFERRALS (Referral Management Center (RMC) – 759-4931)**

Specialty care requires a referral from your PCM and coordination with TRIWEST. If your PCM has written a referral please visit the RMC to set up your appointment.

Once the referral has been approved by TRIWEST, you will receive a letter by mail (allow 10 business days) with your authorization number. If you experience problems or need to reschedule your appointment, please call the RMC at 759-4931.

**PATIENT ADVOCATE**

All clinics have staff members designated as Patient Relations Representatives to help you. Their pictures and names are posted in the clinics. If a problem cannot be resolved “on the spot” with the Patient Relations Representative, please call the 22 MDG Patient Relations Coordinator at 759-5017.

**BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR  
(759-5097)**

The National Defense Authorization Act of FY00 established the position of Beneficiary Counseling and Assistance Coordinator (BCAC) at every Lead Agent office and at every military treatment facility (MTF) worldwide. BCACs serve as the beneficiary advocate and problem-solver. They interface with the MTF staff, managed care support contractors and claims processors to resolve beneficiary concerns and questions regarding the TRICARE program. In order to create uniformity within the Military Health System, BCACs will be the primary customer service resource for beneficiaries. The McConnell AFB BCAC, Ms. Diana Diaz, can be reached at 759-5097 or by visiting the TRICARE office.

## **BILLING PROBLEMS/CLAIMS INFORMATION (759-5097)**

The position of Debt Collection Assistance Officer (DCAO) has been established at the 22 MDG to assist customers with debt collection problems. If you receive a notice from a collection agency or a negative credit report because of a medical or dental bill, you should call or visit the 22 MDG/DCAO Ms. Diana Diaz. She can be contacted at 759-5097 or by visiting the TRICARE Service Center. To ensure efficient handling of your problem, please be sure to bring all claims information and/or other supporting documentation.

## **CONVALESCENT LEAVE (ACTIVE DUTY PATIENTS)**

If you are hospitalized or have had a procedure done and require convalescent leave, you must do the following:

Bring in documentation from the doctor that specifies how long he/she recommends you should be on convalescent leave. Start at the Family Practice check-in window or if you are assigned to Flight Medicine please start at that check-in window. The technician then initiates the AF Form 988 and routes it to your PCM. Then your PCM reviews the documentation and signs the AF Form 988 recommending how many days you are authorized quarters (up to 30 days). Remember your PCM's signature is only a recommendation.

Once your AF Form 988 has been initiated and signed by the PCM, report to your orderly room. Only your unit commander can approve/authorize convalescent leave.

If your PCM determines, after the 30 days are over, you need more convalescent leave, then a new AF Form 988 must be initiated that extends the previous leave. Be aware that HIPAA rules allow for your commander to directly discuss your medical situation with your provider.

If you are physically unable to come in to initiate your AF 988, please arrange ahead of time to have someone authorized to do it for you. If for some reason this isn't possible please call your PCM. Family Practice can be reached at 759-5050. Flight Medicine can be reached at 759-5116.

## **OTHER HEALTH INSURANCE PROGRAM**

The Other Health Insurance (OHI) program is a congressionally mandated program that requires medical treatment facilities to bill health insurance plans. Under this program, we bill your private insurance for care received from our medical facilities. This includes all family members and retirees.

Providing us with your health insurance information has many benefits. First, billing your insurance company has no impact on your insurance premiums. Second, the funds collected from your insurance company are re-invested directly into key clinic areas. Finally, billing your private insurance may help satisfy your annual deductible with no out-of-pocket expense. The net impact of the OHI program is improved healthcare for you and your family.

Obligation to pay medical cost applies only to the insurance carrier. You will never be billed by the 22 MDG for co-payments or amounts not covered by your carrier. Your insurance carrier will pay the benefits directly to this facility. Any deductible or co-insurance amounts are absorbed by the clinic so there are no costs to you.

The staff at the 22 MDG has been directed to collect and update your OHI information. Once you have provided your insurance information, you will be issued a yellow OHI card that is valid for the next 12 months. By presenting this card at future visits (medical appointments, pharmacy, laboratory, etc) you will not be required to fill out another yellow form for 12 months or until your policy/coverage changes.

We appreciate your cooperation; feel free to contact the Business Operations Office if you have any questions or concerns at 759-5383/5004.

### **AUDIONOTES: A Patient Message Retrieval System**

22 MDG is pleased to offer a new automated message service to ensure you receive medical results in a timely and reliable fashion.

You now have access to a personal, secure voice mailbox. Your provider will use your voice mailbox to leave important messages for you, such as your lab, x-ray results or other instructions regarding your health care. For your convenience, you may access your voice mailbox 24 hours a day, 7 days a week. When a message is placed into your mailbox, you will receive an automated reminder call informing you that you have un-played message(s). We are sure you will find the AudioNotes system convenient and easy to use. When calling AudioNOTES for the first time, you will be asked to enter your 8 digit Date of Birth (mmddyyyy). AudioNOTES will then ask you to create your 4-digit Personal Identification Number (PIN). Your PIN will be required for future access to your voice mailbox. Any combination of four letters or numbers will work.

- Dial: (316) 759-6300 Option 2, Option 1, Option 2
- Follow voice prompt to receive messages
- Enter: Sponsor's Social Security Number followed by the Family

Member Prefix FMP):

- i.e. 20 Sponsor
- 30 Spouse
- 31 Spouse from second marriage
- 01 First child
- 02 Second child, etc.

- (PIN: \_\_\_\_\_)
- Enter your PIN followed by the # sign
  - Press 1 to listen to New Messages OR
  - Press 2 to listen to Old Messages
- After listening to a message:
  - Press 1 to Repeat the message, or
  - Press 2 to go to the next message, or
- When finished, you may press # to exit or simply hang up.

## AudioNOTES Frequently Asked Questions

### **Can I talk to my provider if I have questions or concerns about my results?**

*Yes. You always have the opportunity to speak with your Primary Care Manager (PCM). After listening to your messages, if you have any questions please call 759-6300 option 4 and follow voice prompts to reach your PCM. State that you would like to speak with your PCM regarding the message left in your AudioNOTES mailbox.*

### **What happens if I lose or forget my PIN number?**

*Please call the help-desk at 759-6549. Although our staff does not have access to your PIN, it can be erased, allowing you to create another PIN the next time you call AudioNOTES.*

### **Can I save my messages to listen to them at a future time?**

*Yes. The messages you have listened to will automatically be saved for 7 days. The messages that you have not listened to will automatically be saved for 60 days. All messages will be removed from your voice mailbox after the above number of days.*

## FOR YOUR HEALTH

One of our goals is to keep you healthy. You can pick up your copy of “Taking Care of Yourself and/or Taking Care of Your Child” books for the complete guide to medical self-care at the Health and Wellness Center. These books are a great resource for health and wellness information for your family. It describes how to develop the habits that lead to energy and health. Your lifestyle is the most changeable factor contributing to lifelong wellness. The information in the book gives you treatment plans to use at home and helps

you decide when to contact your primary care manager.

## **USEFUL TRICARE WEBSITES**

### **DEERS Address Change Website**

<http://www.tricare.mil/DEERSAddress>

The DEERS Address Change Website offers a quick and easy way to update your family's address/information on the Internet.

### **Defense Enrollment Eligibility Enrollment Reporting System (DEERS)**

It is vitally important to update your DEERS record to show any changes of address, family status such as marriage, divorce, birth or adoption. Failure to do so can result in healthcare delays and fees. Remember each family member's eligibility is independent and must be updated. You may update your DEERS address in several ways.

★ Visit your local personnel office (FSS or MPF)

Visit the DEERS website: <https://www.dmdc.osd.mil/appj/address/index.jsp>

Call the Defense Manpower Data Center Support Office (DSO) Telephone Center at 800-538-9552, Monday – Friday 0900 – 1830 (Eastern Time)

### **DoD Military Health System**

<http://www.tricare.mil>

When it comes to TRICARE information, this homepage contains it all. In addition to information about benefits, programs, policies, and various resources, it maintains the latest updates to your healthcare benefits.

### **McConnell AFB Homepage**

<https://public.mcconnell.amc.af.mil>

The McConnell AFB Homepage maintains a myriad of information about base services.

### **Active Duty Family Members Dental Program**

<http://www.tricare dentalprogram.com>

Active duty family members are strongly encouraged to use the TRICARE Dental Program (TDP). This program is a voluntary, comprehensive dental program offered worldwide by the Department of Defense to family members of all active duty Uniformed Service personnel and to Selected Reserve and

Individual Ready Reserve (IRR) members and/or their family members. United Concordia is the administrator of this program. For enrollment information call 1-800-866-8499 or visit their site.

#### Retiree and Family Members Dental Program

<http://www.trdp.org>

Retirees and their families are encouraged to use the TRICARE Retiree Dental Program (TRDP), or to seek coverage through other organizations. Call 1-888-336-8737 or visit their site for enrollment information.

Information on both the TDP and TRDP is also available at the McConnell Dental Clinic. Additionally, all beneficiaries are eligible for emergency dental treatment. However, emergency services may only permit the initial treatment of infection and dental trauma.

#### TRICARE Claims

<http://www.mytricare.com>

Wisconsin Physician Services is our claims processor for the West Region. Visit their website for claims information. This website also provides status of your claims submission.

